United States Patent [19]

Szlam et al.

[54] METHOD AND APPARATUS FOR DYNAMIC AND INTERDEPENDENT PROCESSING OF INBOUND CALLS AND OUTBOUND CALLS

[75] Inventors: Aleksander Szlam, Norcross; James W. Crooks, Jr.; Dean H. Harris, both of Marietta, all of Ga.

[73] Assignee: Inventions, Inc., Norcross, Ga.

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Primary Examiner—Jin F. Ng
Assistant Examiner—Huyen D. Le
Attorney, Agent, or Firm—Jones & Askew

[57] ABSTRACT

A method for optimizing the pacing and processing of inbound calls and outbound calls. Statistics are generated concerning inbound calls and outbound calls, and concerning the performance of each agent for inbound calls and outbound calls. Separate statistics concerning inbound calls and outbound calls allow a more accurate prediction of call pacing and handling requirements and of the availability of an agent so as to maximize the productivity of each agent and control the on-hold time of inbound and outbound calls. Each trunk line is designated for inbound calls or outbound calls and the status of each trunk is monitored. If all of the trunks allocated to inbound service are in use then some of the trunks designated for outbound service are redesignated for inbound service. If more than a predetermined number of trunks designated for inbound service are not in use then some of these trunks will be redesignated for outbound service. Therefore, the rate of answering of inbound calls and the rate of placement of outbound calls, and the allocation of trunks between inbound calls and outbound calls are driven by the frequency, duration and number of calls and user-selectable options.

73 Claims, 8 Drawing Sheets